

# Service Area Plan

## Department of Health

### Bedding and Upholstery Inspection (56503)

## Service Area Background Information

### Service Area Description

This service area implements the Regulations for Bedding and Upholstered Furniture Inspection Program. The purpose of this service area is to protect Virginia consumers from diseases and insect pests spread through contaminated bedding and upholstered furniture.

Products and services include:

- Issuing permits to bedding and upholstered manufacturers, re-upholsterers, bedding renovators, sanitizers, importers, distributors and supply dealers.
- Customer service to citizens making complaints regarding any of the regulated entities.
- Inspection of bedding and upholstered furniture manufacturers, bedding renovators and re-upholsterers and sanitizers.

### Service Area Alignment to Mission

This service area directly aligns with VDH's mission to promote and protect public health by enforcing requirements that bedding and upholstered furniture are made from appropriate, clean materials and requirements that used items be cleaned and sanitized before being sold to another consumer.

### Service Area Statutory Authority

§§ 32.1-212 through 32.1-226, 32.1-25, and 59.1-200 of the Code of Virginia provides the State Health Commissioner with the authority to promulgate regulations and set standards, from a public health perspective, for the licensing of new bedding and upholstered furniture being sold in the Commonwealth. Cleanliness and labeling of used bedding and upholstered furniture, and inspection of facilities dealing in used products is defined, and guidelines, provided in these sections.

### Service Area Customer Base

Customer(s)	Served	Potential
Licensed Bedding Manufacturers	850	935
Licensed Bedding Renovators	9	9
Licensed Distributors	30	30
Licensed Furniture Reupholsterers	410	410
Licensed Importers of Bedding & Upholstered Furniture	1,253	1,378
Licensed Supply Dealers	96	96
Licensed Upholstered Manufacturers	930	949
Permitted Sanitizers	1,005	1,055

### Anticipated Changes In Service Area Customer Base

- Since manufacturing of bedding and upholstered furniture has become a world-wide industry, the licensee base will only grow as more countries become active in this industry.
- Manufacturing of bedding and furniture is decreasing in the United States. It is anticipated that foreign sources will continue to appear in order to meet consumers' needs.

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#### Service Area Products and Services

- Issuance of permits to bedding and upholstered furniture manufacturers, renovators, re-upholsterers, importers, distributors and supply dealers.
- Inspection of bedding and upholstered furniture manufacturers, renovators, re-upholsterers, importers, distributors and supply dealers upon complaint from a citizen.
- Enforcement of laws and regulations governing bedding and upholstered furniture.
- Customer service to citizens filing complaints regarding any of the regulated entities.

#### **Factors Impacting Service Area Products and Services**

- The bedding and upholstered furniture staff consists of two full-time staff who administer the program and four part-time staff who conduct inspections.
- Pursuant to a 2003 amendment to § 32.1-224 of the Code of Virginia, staff is limited to conducting inspections of licensed or permitted facilities only upon receipt of a complaint. However, if conditions are such that a complaint is necessary, it is generally too late to prevent any contamination of product or sale of dirty or unsanitized used articles. Prior to this statutory change, VDH was authorized to perform routine inspections.
- The program is totally self supported by license fees and does not require any general revenue funds to operate.

#### **Anticipated Changes To Service Area Products and Services**

No changes anticipated

#### Service Area Financial Summary

The annual appropriation for the Bedding and Upholstered Furniture Inspection Program is completely comprised of Non-General funds. License and permit fees are collected from bedding manufacturers, upholstered furniture manufacturers, bedding renovators, furniture reupholsterers, importers of bedding and upholstered furniture, distributors and supply dealers. The majority of these fees are paid by out of state or out of country entities.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$0	\$232,534	\$0	\$232,534
Changes To Base	\$0	\$11,809	\$0	\$11,809
SERVICE AREA TOTAL	\$0	\$244,343	\$0	\$244,343

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## Service Area Objectives, Measures, and Strategies

### Objective 56503.01

#### ***Protect public health through licensure and inspection of bedding and upholstered furniture establishments.***

Licensure and inspection activities are performed in order to protect and promote public health through prevention and elimination of bed bugs.

Each such entity must be licensed to sell their products in Virginia. Their product must carry an acceptable Law Label with name and Uniform Registry number identification. The Law Label also must identify the contents, by percentage, of the concealed stuffing. Each manufacturing plant from which products are sent to Virginia must be individually licensed.

VDH inspectors respond to complaints, and inspect retail stores and businesses to achieve compliance with the Commonwealth Bedding & Upholstered Furniture Law.

#### **This Objective Supports the Following Agency Goals:**

- Prevent and control the transmission of communicable diseases.  
( )
- Promote systems, policies and practices that facilitate improved health for all Virginians.  
( This objective also aligns with Virginia's long term objective to inspire and support Virginians toward healthy lives and strong and resilient families by protecting and promoting public health.)

#### **This Objective Has The Following Measure(s):**

##### ● **Measure 56503.01.01**

##### ***Timeliness of Response to Consumer Complaints***

**Measure Type:** Outcome      **Measure Frequency:** Annually

**Measure Baseline:** 90% of all complaints were responded to within three working days during FY05.

**Measure Target:** Respond to 95% of consumer complaints within three working days of receipt by end of FY07.

##### **Measure Source and Calculation:**

From office records of complaints, calculate the percentage of consumer complaints responded to within three working days of receipt.

#### **Objective 56503.01 Has the Following Strategies:**

- Daily inspection of unlicensed secondhand dealers in bedding and upholstered furniture.
- Training secondhand dealers in sanitizing procedures, purpose, and use of law labels.
- Test used products to determine if treated properly
- Contact to be made by inspector with complainant to determine validity of complaint.
- Contact by inspector with retailer concerning complaint
- Inspector or office to seek resolution of complaint by licensing, or taking contaminated product off sale

# **Service Area Plan**

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- Achieve licensure of all bedding and upholstered furniture manufacturers, mattress renovators, furniture reupholsterers, supply dealers, importers and sanitizers in the Commonwealth.